



BLUE TOP Information Bulletin

June 28, 2012
Volume 5 Issue 12

US **A**CCCESS Program

FEDERAL ACQUISITION SERVICE (FAS) / INTEGRATED TECHNOLOGY SERVICE (ITS)

[HTTP://WWW.FEDIDCARD.GOV/](http://www.fedidcard.gov/)

UPCOMING MEETINGS & TRAINING

Meeting/Training	Time & Date	Location	Dial-In Info	Notes
Customer Advisory Board (CAB)	Thurs, June 28 9:30am-12:00pm	Grant Thornton Alexandria, VA		
Light Solutions Customer Call	Tues, July 10 1:00-1:30pm	Telecon	866-556-0154 Passcode: 2132069	
Registrar Classroom Training	Tuesday and Wednesday July 17 & July 18; Aug 14 & Aug 15; Sept 11 & Sept 12	HP Chantilly, VA		Contact <u>Jim Schoening</u> for information or to Register
Registrar/Activator Refresher Training	Thurs, July 12 2:30-3:25pm	Telecon Webinar	888-455-1864 Passcode: REFRESHER	<u>Access the briefing through the web</u>
Customer Call	Thurs, July 19 2:30-3:30pm	Telecon	866-556-0154 Passcode: 2132069	

SPOTLIGHT ARTICLE

OPM Fingerprint Requirements

Recently, we received a question regarding acceptance of two fingerprints during the registration / enrollment process.

The question was, “If only two fingerprints were printed, is that enough to send through OPM to the FBI for a fingerprint result?”

The answer is that the two fingerprints will not be acceptable by OPM because they require a full slap unless the individual is an amputee, which our system can account for. In the case of an amputee, the collection process is completed by collecting the flats and rolls, and designating through the system any missing digit(s). If an applicant is enrolled with only two fingers collected, agencies have two options as corrective action; first, request a reissuance for biometric update, or second, have applicant processed using a fingerprint card or any standalone fingerprint scan machine (*not available through USAccess*) to submit to OPM.

It is imperative that technicians at credentialing centers throughout the country must recognize the OPM requirement that all applicants, with the exception of DOJ employees, being enrolled must have full slaps and rolls for each finger collected to enable fingerprint processing through OPM and the FBI.

Your Feedback Counts in Our Upcoming Annual Customer Survey

GSA’s Federal Acquisition Service will launch its annual Customer Survey the week of July 8. The survey provides customers with the opportunity to comment on your level of satisfaction with the USAccess Program and to articulate the identity management services the MSO should consider offering in the future. We value your thoughts about our ability to meet your Agency’s current and future PIV credentialing needs.

This year we are expanding the invitation list of participants to include Agency Leads and their key program staff including contractors who interact regularly with the MSO. Also new, this year will be a few questions about your perceptions of GSA and any experiences you might have had with other GSA acquisition programs such as Fleet, Travel or GSA IT Schedule 70.

Invitees will receive a notification from authorized third party contractors (PwC, ForsMarsh and/or Feedback Systems, Inc. with .com email addresses). The correspondence will contain a link to the survey on GSA’s instance of ClickTools. The link is individualized so we are unable to provide a link here.

Because of your comments last year, we have expanded the USAccess Help Desk’s role to support all Light Solutions issues. Additionally, we continue to work on evaluating the usability and content of Fedidcard.gov. We appreciate the time you take to answer the annual survey and will keep you apprised of changes that result from your comments.

USACCESS SERVICE ENHANCEMENTS

Enhancements & Maintenance since Last Blue Top

- Application Release 6.2 was completed on June 23
- The following data fixes were completed:
 - Added two DOJ Ship To Addresses for DEA in Dallas, TX and Houston, TX
 - Added Ship To Addresses for DOI in Atlanta GA and Washington DC
 - Changed Ship To Address for NEA in Washington, DC
 - Set END dates for two GSA sites in Arlington, VA

Enhancements & Maintenance Planned for Coming Weeks

- Maintenance Release is planned for June 30
The Oracle system will be unavailable to all users on Saturday, June 30, from 6:00am to 6:00pm EST.
- Application Release 6.3 implementation planned for August 11
This release contains the ability to request a card renewal for credentials that will expire in the coming year. These credentials are set to expire as they are approaching the five-year mark (this expiration refers to the date printed on the front of the card.) Many details on this release have been covered in the past two User Group meetings, and will be discussed at the CAB meeting.

A draft Release Notice 6.3 will be posted on the [Agency Lead Portal>Software Releases>2012](#) 2 weeks prior to its release.

LIGHT SOLUTIONS

Light Solutions Current Versions in Production

- Light Activation Service Kits ship with Version 1.5.1 software (starting June 11, 2012).
- Light Credentialing Solution Kits ship with Version 1.3.1 software (starting June 11, 2012).

USACCESS TIP OF THE WEEK

Tip of the Week:

Registering Names with Apostrophes

The USAccess system supports the use of apostrophes. If an individual's name has an apostrophe and their I-9 form supports the spelling, then Sponsors should enter the apostrophe in the system.

Registrars should flag an Applicant for document referral if the Applicant's name in the system appears with a SPACE (and no apostrophe), yet the name on their identity documents presented during enrollment contains an apostrophe. Excluding the scenarios outlined in the Registrar job aid "Document MisMatch Guide" that is found on the Agency Lead Portal, the name in the system must match the name listed on an Applicant's identity documents in order to be enrolled.

TRAINING NEWS AND NOTES

Agency Points of Contact

Please share this information with your **Registrars & Activators**.

Registrars and Activators: Announcements and updates are on the Team Registrar and Activator Communication Knowledge Source (TRACKS) website.

Registrar and Activator Refresher Training

What: Registrar and Activator Refresher Training Conference Call

When: Thursday, July 12, 2012 from 2:30-3:20pm ET

Dial-In Only: 888-455-1864 **Passcode:** REFRESHER

Net Conference Meeting Access Information:

Participants can join the event directly at:

<https://www.mymeetings.com/nc/join.php?i=RW8656836&p=REFRESHER&t=c>

Please provide your name and Sub-Agency and/or Agency name to the operator. If you are a contractor, provide the name of the Agency that you represent.

The presentation (without speaker notes) will be posted on TRACKS and the Agency Lead Portal on the day of the training. A version containing speaker notes will be posted on both sites by Wednesday of the following week.

For all Shared Sites, the GSA Online Scheduling System calendars are blocked for the conference call so Registrars can attend. For Agency dedicated sites, Agency leads must approve Registrars' attendance at the refresher training, at which point the Registrar should contact the Help Desk to have the Scheduling System calendar blocked. The GSA Online Scheduling System is not used for Light Activation or Light Credentialing Solution station locations.



Registrar Classroom Training

Upcoming Class Dates: *July 17-18, August 14-15, September 11-12*

For questions, or to register attendees for the classroom Registrar training, contact Jim Schoening at jim.schoening@gsa.gov.

Role Holder Web-Based Training (WBT)

Role Holder WBT modules may be accessed through the GSA USAccess On-Line Role Holder Learning Management System (LMS). All six Role Holder courses are available to users at any time. For access information and further details visit this webpage www.Fedidcard.gov/implgetstarted.aspx, Online Role Holder Training under the Ongoing Support section at the bottom of the page.

WORKING GROUPS

If you would like to be added to the User Group (UG) distribution lists, please contact Bill Windsor (william.windsor@gsa.gov) or Steve Sill (stephen.sill@gsa.gov).

User Group

The next User Group meeting has not been scheduled at this time. It will be announced in an upcoming edition of the Blue Top.

ORDERING INFORMATION

Service Order Requests

The [Service Order](#) form is on the "Getting Operational" web page under point 2, <http://fedidcard.gov/implgetoperational.aspx>.

Test Card Orders

If you are ordering test cards or have questions about the test card offering and process, visit the website at [Implementation> Getting Operational](#) under the **Ordering Test Cards** topic. The form has been updated since the Transition. Please contact [Daryl Hendricks](#) (daryl.hendricks@gsa.gov) for questions.

BILLING INFORMATION

Contact Spiro Papagjika (spiro.papagjika@gsa.gov) if you have Interagency Agreement, Funding or Billing questions.

USACCESS DEPLOYMENT CORNER

Returning Your Defective Cards to the MSO

Please return your potentially defective cards (due to failure or manufacturer defect) to the MSO for review and possible REPRINT credit.

Instructions on the return process are posted on the Agency Lead Portal under **(Implementation>Process for Defective Cards & Delivery Issues)**. You must complete this form and submit it electronically to hspd12@gsa.gov. This process must be followed for reprint credit. When returning your defective cards, we ask that you label each card with the type of card that is being returned (HID, non-HID) using a marker.

All PIV credentials must be returned via a “signature required” approved carrier (e.g. FedEx, UPS, or USPS sent as “Registered Mail”). The defective and/or damaged USAccess PIV Credentials should be securely returned to the following address:

Defective Card Return Address:

GSA HSPD-12 Managed Services Office
10304 Eaton Place, 2nd Floor
Fairfax, VA 22030
ATTN: HSPD-12 MSO

USAccess Center Status Alerts

To stay informed about USAccess Center status, subscribe to [the USAccess Alerts](#) emails. There are three types of alerts issued, *System Alerts*, *Scheduled Maintenance Advisory*, and *Credentialing Centers Closed Advisory*. On a daily basis, the list of closed credential centers for the current day is posted at the top of the [USAccess program](#) homepage under Credentialing Centers Closed.

Should you have any questions regarding the defective credential process or site deployment, please contact Matt Arnold at matthew.arnold@gsa.gov.

CONTACT US

Please visit the USAccess website [How to Contact Us](#) page or complete the form found here: [Submit a Question](#).

